

How do I place an order or request a quote?

Online:

For Orders: Add your product selections to the cart. Once all desired products are selected, proceed to cart and submit your order.

For Quotes: Contact us directly through our Live Chat feature, or submit an enquiry through the form on the [Contact Us](#) page.

Phone:

Simply call us on Toll Free Phone 1800 22 00 55.

Fax / Email:

Alternatively for orders, you can download an [interactive PDF order form](#) in our Downloads section to complete and email to us or print out and fax on Toll Free Fax 1800 05 91 58.

NB: Payments are not processed through this website.

How can I pay for my order?

We accept Cheque, Credit Card (Visa and MasterCard only) and EFT transactions. Please contact us on 1800 22 00 55 or email us via our [contact form](#).

What heights are the seats and tables?

Standard seat and table heights are (approx.): seats 400mm H and tables 700mm; and Ezyseat seats 300mm H and Ezyseat tables 500mm H. Please note that different products do vary. If you are interested in a particular product and require the exact height measurements, or require a certain height to suit your needs, please contact us on Toll Free Phone 1800 22 00 55.

Do you cut to size?

Yes, we can provide a quote for specific lengths (maximum length being 6 metres).

Can you manufacture to our requirements?

Yes we do manufacture to customers' requirements subject to engineers approval. This usually incurs a fee for a separate fabrication run. Please contact us on Toll Free Phone 1800 22 00 55 for a quotation or to discuss your requirements.

Can we have our selection in colour?

Generally our products are plain aluminium, however we do powder coat frames and end caps on request. Powder coating may incur an extra cost.

Does the furniture come assembled?

Our products are supplied flat pack in kit form for simple and quick assembly and installation. Assembly instructions will be provided. Alternatively you can download [assembly instructions](#) at our Downloads section.

What does the warranty include?

Felton Industries Pty Ltd will cover any defects in material or workmanship for five (5) years from date of purchase. This warranty does not cover against normal wear and tear, vandalism, intentional damage, alterations, abuse, misuse, fire/flood or other natural disasters. Felton Industries will supply a replacement component(s) that prove to be defective in material or workmanship. If necessary, Felton Industries will replace the entire product. We may ask for: a copy of your proof of purchase, details of the defect and digital photographs of the defect.

Do you ship internationally?

We ship to all Australian islands and islands within Australian waters. However we do not ship to other countries.
